

**VEHICLE RESERVATION SYSTEM  
REQUEST FOR INFORMATION  
ACQ-2009-0612-RFP  
AMENDMENT 2  
July 17, 2009**

This is an amendment to Request for Information (RFI) ACQ-2009-0612-RFI issued by the Washington State Department of Transportation, Washington State Ferries Division for the Vehicle Reservation System, and as amended by Amendment 1 on July 14, 2009.

**I. This RFI is amended to include the following Questions and Answers:**

**Q1.** For the international route (Anacortes – Sidney BC) are there differing system requirements to the domestic routes. For example, capture of passport or ID information, differing security requirements etc?

**A1.** The international route does carry the requirements to capture more detailed data as described in the question that would need to be captured.

**Q2.** Your pre-design study includes investigating how a new system may be initially applied to one ferry route as a pilot project. If WSF go ahead with a pilot project will it replace the current reservation system on one of the existing routes or will it apply to a new route, ie: one currently operated without a reservation system?

**A2.** The new system would first replace the old on those routes prior to the pilot route.

**Q3.** For vehicle check-in do you currently:

- a) Use car registration plate recognition as part of the check-in process?
- b) Use hand held RF devices to allow your staff to check-in by walking down the line of vehicles?
- c) Print boarding passes?

**A3.**

- a) No
- b) No
- c) A confirmation email or snail mail document or web screen with the reservation confirmation code may be printed by the customer.

**Q4.** You do not make reservations for walk-on passengers, so we assume that these passengers are all “go-show” passengers whereby they buy a ticket at the point of departure or use their Multi-ride card or Monthly Ferry Pass. Is this a correct assumption? And is it your intention that the new vehicle reservation system will make reservations solely for passengers with vehicles and exclude reservations for walk on passengers?

- A4.** Yes, that is a correct assumption. The new Reservation System will be for vehicles, not passengers.
- Q5.** Does the current reservation system hold an inventory for walk-on passengers and decrement the inventory total as each ticket is issued? If the current system does not hold an inventory is it the ticketing system that keeps count of passenger numbers?
- A5.** The current system does not hold an inventory. The ticket system keeps count of the number of passengers.
- Q6.** Can riders categorized as “daily commuters” purchase commuter season tickets for travel or do they use the Multi-ride card and the Monthly Ferry Pass options?
- A6.** The current system does not have "season tickets". Regular or daily commuters purchase monthly passes or multi-ride cards that are valid for 90 days.
- Q7.** Do vessels have the ability to raise/lower decks dependent upon the high/low vehicles traveling?
- A7.** No
- Q8.** It does not appear that fares are subject to tax – is this correct? If they are subject to tax, is tax shown separately to the fare on the ticket or is it included as a gross fare on the ticket? Are there differing tax requirements for departures from Canada?
- A8.** There is no tax collected on the fare prices.
- Q9.** Looking at the WSF Traffic Statistics on your web site it seems that you do not carry commercial/freight vehicles on the Anacortes – Sidney BC route – is this a correct interpretation of the figures? If so, what is the reason?
- A9.** Commercial traffic is not prevented from travel by WSF. There simply appears to be no interest by those parties.
- Q10.** Is your commercial/freight traffic allowed to carry hazardous or dangerous cargo?
- A10.** Certain cargo's as described are restricted and not permitted aboard. There is one sailing to Vashon Island dedicated to carrying Petrol products where no other passengers are allowed passage.
- Q11.** Can you confirm that you do mix commercial/freight traffic with ‘ordinary’ vehicles and/or do you have some commercial traffic only sailings?
- A11.** Non-Hazardous commercial is mixed with other traffic.
- Q12.** For commercial/freight vehicles do you capture gross weight in addition to height and length?

**A12.** We have not captured this data directly. Some routes have restrictions to weight, i.e. many routes may not carry over 80,000 GVW. On some routes this is due to the terminal limitations, on other vessel limitations.

**Q13.** Apart from the retail outlets selling the Monthly Passenger Pass do you have travel agents or sales agents who sell for you? If so, do these agents earn commission on sales they make?

**A13.** Passenger passes will have no bearing on the vehicle reservation system.

**Q14.** You say that “Reservations technologies employed will be integrated with the WSDOT ticketing system etc”. How does your current reservation integrate or is it linked by, for example an XML interface?

**A14.** There is no link between the current reservations system and the ticketing system.

**Q15.** You refer to other WSDOT applications including “revenue”. Is this an accounting application to manage and account for revenue generated from reservations/ticket sales? Or is it an application to forecast and optimize (based on historical data) revenue earnings by adjusting (in our terminology) nested yield ‘buckets’ held within the reservation application.

**A15.** Revenue applications are those related to accounting for ticketing revenues.

**Q16.** The general thrust of this question is do you keep an untraveled (or deferred travel) account and post debit & credit entries as applicable? In accounting for revenue from reservations/ticket sales at what point do you take the revenue into “earned revenue” in the general ledger? For example, do you take it at the point of sale or the point of departure? And how do you account for revenue on a return reservation/ticket sale, do you account for it all on the outward journey or account separately on the outward and return journeys?

**A16.** Revenue resulting from a reservation will be booked at the time of sale.

**Q17.** Can you supply further information on “Green IT” initiatives?

**A17.** Reduced power consumption; "paperless" or reduced paper requirements in offices; "lights out" computing, e.g.

**Q18.** Is your current reservation application using a Microsoft SQL 2005 database and do you have a current database schema?

**A18.** Yes, however, WSDOT is looking for a new solution, not to replicate or extend the current system.

**ALL OTHER TERMS AND CONDITIONS OF THIS RFI REMAIN IN FULL FORCE AND EFFECT.**